

In the Claims

1. (Currently Amended) A method of providing service level management for ~~monitoring~~ a business process of an entity associated with a network ~~forming a portion of a service level management domain, the service level management domain includes a plurality of management layers,~~ the method comprising steps of:

identifying a plurality of services ~~[[a]]~~ the network provides for the entity in performance of the business process, the services being composed of a plurality of network components and the business process being composed of the plurality of services;

identifying at least one of a service parameter, a component parameter, or a component to service parameter mapping for at least one of the plurality of services;

determining at least one value of a variable associated with at least one of the service parameter, the component parameter, or a result of the component to service parameter mapping that indicates a service level ~~an operational characteristic~~ of at least one of the plurality of services; ~~and~~

monitoring via a management protocol understood by an electronic device associated with the network the at least one value of the variable ~~to monitor the business process;~~ and

taking an action in the electronic device to determine the service level of the at least one of the plurality of services from the at least one value of the variable to provide service level management of the business process, wherein an acceptable service level of the at least one service is defined in a service level agreement.

2. (Previously Amended) The method of claim 1, further comprising a step of, determining component parameters for the plurality of network components, and

wherein one or more of the component parameters is capable of being mapped into the variable.

3. (Previously Amended) The method of claim 2, further comprising a step of, controlling selected ones of the plurality of network components to establish the service.

4. (Previously Amended) The method of claim 2, wherein software agents are utilized to monitor the plurality of network components.

5. (Previously Amended) The method of claim 4, wherein the software agents monitor and control values of the component parameters.

6. (Previously Amended) The method of claim 4, wherein the software agents receive one or more inputs and perform one or more actions based on the one or more inputs.

Claims 7-9 (Cancelled)

10. (Currently Amended) The method of claim [[9]] 1, further comprising a step of, comparing the variable to the service level.

11. (Currently Amended) The method of claim [[9]] 1, further comprising a step of, incorporating in a service level agreement the service level for the service.

12. (Previously Amended) The method of claim 11, further comprising a step of reporting whether the service level of the service level agreement is satisfied for a designated time.

13. (Currently Amended) The method of claim 1, wherein each of the plurality of network components are represented by one or more component parameters values stored at the plurality of network components, and the monitoring step comprises a step of accessing the values at the plurality of network components using the a management protocol.

Claims 14-18 (Cancelled)

19. (Currently Amended) In a system associated with a network, a [[A]] method of providing service level management in the network, the method comprising steps of:

receiving at an interface of the system input from a user identifying ~~determining~~
network related services required by a business process, ~~the business process being composed~~
~~of the services and~~ the services being composed of a plurality of network components; ~~and~~
receiving at the interface of the system input from the user identifying ~~determining~~
service parameters marked by service levels for each service, each of the service parameters
is a variable whose value is an index representative of an operational characteristic of an
associated service ~~provided by a network formed from the plurality of network~~
~~components~~[[.]]; and

receiving at the interface of the system a request from the user to evaluate the service
parameters to monitor the service levels of each service to provide service level management.

20. (Cancelled)

21. (Currently Amended) The method of claim 19, further comprising a step of, receiving
at the interface of the system input from the user identifying ~~determining~~ component
parameters for each component.

22. (Previously Amended) The method of claim 21, further comprising steps of,
receiving a plurality of values for the component parameters; and
outputting a value of at least one service parameter.

23. (Currently Amended) The method of claim 22, further comprising a step of,
receiving input from the user identifying one or more ~~determining~~ agents to monitor each of
the component parameters.

24. (Previously Amended) The method of claim 23, further comprising a step of,
integrating management of the components with management of the services.

25. (Previously Amended) The method of claim 21, further comprising steps of,
measuring component parameters, and
mapping the measured component parameters to the service parameters.

26. (Original) The method of claim 19, wherein the service parameters and service levels are provided in a service level agreement.

27. (Original) The method of claim 26, wherein the service parameters are measured for a designated time and compared to the service levels in the service level agreement.

Claims 28 and 29 (Cancelled)

30. (New) The method of claim 1, wherein the step of taking an action includes the step of generating a report indicating operational characteristics for the at least one of the plurality of services for a selected period.

31. (New) The method of claim 1, wherein the step of taking an action includes the step of adjusting an operational characteristic of the network based on the determined service level of the at least one of the plurality of services.

32. (New) The method of claim 1, wherein the step of taking an action includes the step of comparing the at least one value of the variable to a stored value to determine the service level.

33. (New) The method of claim 1, wherein the step of taking an action includes the step of calling a function to determine the service level, wherein the value serves as an argument for the function.